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Attorney's Docket No. 00772

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Fain et al.

Art Unit: 2643

Serial No.: 09/894,359

Filed: June 28, 2001

SYSTEM AND METHOD FOR
PROVIDING A CALL BACK OPTION
FOR CALLERS TO A CALL CENTER

RECEIVED

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Technology Center 2600

INFORMATION DISCLOSURE STATEMENT

Pittsburgh, Pennsylvania 15222
October 16, 2002

Commissioner for Patents
Washington, D.C. 20231

Sir:

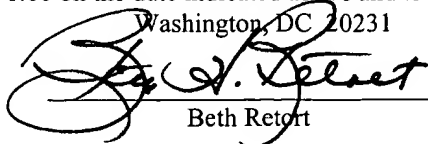
Applicants, in accordance with their duty of disclosure pursuant to 37 C.F.R. § 1.56, hereby advise the United States Patent and Trademark Office of the references listed on the accompanying form PTO-1449 Information Disclosure Statement. A copy of each of the cited references is herewith enclosed.

Applicants note that although the cited references may be relevant to the examination of the above-referenced application, under 37 C.F.R. § 1.97(h), the filing of this

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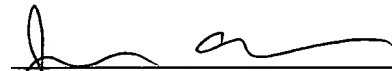
I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, Washington, DC 20231


Beth Retort

Information Disclosure Statement "shall not be construed to be an admission that the information cited in the statement is, or is considered to be, material to patentability as defined in § 1.56(b)."

Pursuant to 37 C.F.R. § 1.97(b)(3), Applicants submit that no fee is necessary for consideration of this Information Disclosure Statement because an Office Action on the merits has not yet been mailed. Nevertheless, the Commissioner is hereby authorized to charge any additionally required fees necessary for consideration of this Information Disclosure Statement to Account No. 11-1110.

Respectfully submitted,



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